

# County of San Diego, Health and Human Services Agency (HHS) CalWORKs Program Guide

## Employment Services Plan

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10-005.G

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### **Revision Date:**

May 1, 2022

### **Background:**

Employment Services (ES) participants must be assigned to activities leading to self-sufficiency through employment, education and/or training through an ES plan (WTW2) after their initial engagement. Per state regulations, an ES plan must include activities and services designed to remove barriers to participation and employment leading to self-sufficiency.

### **Purpose:**

The purpose of this revision is to remove policy referencing the Welfare-to-Work 24-Month Time Clock (24-MTC). Per Assembly Bill AB 79, 24-MTC and the CalWORKs federal standards have been repealed. AB 79 establishes the CalWORKs minimum standards as the sole set of CalWORKs hourly participation requirements throughout their time on aid.

### **Policy:**

#### **Assessment**

ES participants will be assessed for the following items when developing an ES plan:

- Work history and job readiness
- Education level and vocational interest and goals
- Learning Disabilities (LD)
- Mental Health, Substance Use, Domestic Violence
- Basic reading/math competencies
- English language skills
- Local labor market conditions
- Other needs, such as Family Stabilization and Housing

#### **Timeframe**

All non-exempt individuals are required to sign an ES plan no more than 90 calendar days after the completion of Job Search or other initial engagement activities, the date that an individual's eligibility for cash aid is determined, or the date that the recipient is required to participate in ES.

The 90-day period to develop an ES plan does not include the time that an individual spends in good cause determination, compliance or sanction curing processes, or time between the date an LD evaluation appointment is scheduled and the date the final report is received (up to a maximum of 90 days). The 90-day period will resume after the final report from the LD evaluator is received, or on the 91st day if the final report has not been received.

All participants are required to sign an ES plan except participants who are assigned to initial engagement activities as referenced in Processing Guide 10-005.E1.

#### **Elements of the ES Plan**

All ES plans will include the following:

- Participation Status
- Total Hourly Requirements

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- Activities, Location, Schedule and Hours
- Date when Participation Verification is Due
- Standards for Maintaining Satisfactory Progress
- ES Supportive Services, including Accommodations
- Participant's Certification, including Rights and Responsibilities
- Date to Change Terms of the ES Plan
- Participant and Employment Case Manager (ECM) Signature/Date

### Change to an ES Plan

Any time there is a change in a participant's current activity, a new ES plan is required.

Participants have:

- 30 days from the beginning of their initial ES activity in which to request a change or reassignment to another activity. This is only available once in a lifetime to each participant
- 3 business days after signing an ES plan in which to evaluate and request changes to the terms of the plan

If the participant and the ECM are unable to reach an agreement on the ES plan, the matter must be referred to a Third-Party Assessor for a review of the participant's Assessment and ES plan. Prior to making the Third-Party referral, the ECM must contact their assigned Self-Sufficiency Services (SSS) Program Specialist to review the request and the ES plan to ensure the plan is suitable for the participant's self-sufficiency goals.

The ECM is required to contact the participant and schedule an appointment to complete a Reassessment prior to the expiration of the current ES Plan. The ECM will document all efforts to contact the participant and attempt to conduct the Reassessment to avoid gaps in services.

### Backdating of an ES Plan

Backdating of an ES activity start date on the WTW2 is only allowed when a participant contacts the ECM timely to report new employment or a new educational activity and:

- The participant is unable to attend an appointment to complete a WTW2 due to work or school schedule conflicts
- The ECM does not follow-up with the participant timely and the WTW2 is not signed within the appropriate time frames due to ECM error

### Limited and Non-English-Speaking Participants

The ES plan must be provided in a language that is understood by the participant. When the ES plan is not available in the participant's preferred language, bilingual staff or interpreter services must be provided. Use of bilingual staff or interpreter services during the development of the ES plan must be clearly documented in Case Comments.

### Enrollment in Publicly Funded Postsecondary Education

ES participants enrolled in publicly funded postsecondary education are required to sign a WTW2 plan if eligible to receive a standard advanced ancillary payment. If enrollment verification is obtained, the ECM will develop/sign the WTW2 with the participant and issue a standard advanced ancillary payment

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at least ten calendar days prior to the beginning of the academic period.

A new ES Plan is not required, but rather the existing ES Plan may continue when the participant:

- Is continuing their educational activity from one education session to the next
- Attending the same institution
- Attending at the same full-time or part-time level
- Does not require additional supportive services

If enrollment verification is not obtained at least ten calendar days prior to the beginning of the academic period, the ECM will develop/sign the WTW2 with the participant and issue a standard ancillary payment no later than ten calendar days from date of receipt of all required items.

If the participant reported school enrollment and the WTW2 is not developed/signed timely with the participant for the next academic period, ancillary services will continue at the same level until the updated WTW2 is signed. See Processing Guide 10-011.A2 Ancillary Supportive Services for information regarding standard advanced ancillary payments and reimbursements.

**Important:** The ECM will discuss the importance of reporting school enrollment as soon as possible with the participant to ensure timely issuance of a standard advanced ancillary payment and successful participation.

**Employment Services Hourly Participation Requirements**

Beginning May 1, 2022, with the establishment of CalWORKs minimum standards as the CalWORKs hourly participation requirements, a participant may choose to remain in their existing plan and be in compliance with CalWORKs federal standards. The participant will not need to sign a new WTW2 form and can remain in their existing plan, since CalWORKs federal standards exceed the CalWORKs Hourly Participation Requirements. Participants continuing in a WTW plan based on CalWORKs federal standards who fail to participate in accordance with that plan will not be put in noncompliance or sanctioned as long as CalWORKs Hourly Participation Requirements are met.

**Procedure:**

Processing Guide 10-005.G1

**References:**

Special Notice 21-04; ACIN I-03-19; ACL 15-80, 21-04, 20-120

**Sunset Date:**

This policy will be reviewed for continuance by May 31, 2025.

**Approval for Release:**



Rick Wanne, Director  
Self-Sufficiency Services